



73063

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#11A
smc
6/2/02
(NE)

Applicant: Dezonno, Tony Art Unit: 2642
Serial No.: 09/172,362
Filed: October 14, 1998
For: NEURAL NETWORK FOR CONTROLLING
CALLS IN A TELEPHONE SWITCH
Attorney
Docket No.: 73063

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Technology Center 2600

AMENDMENT C

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of October 10, 2001,
please amend the above-identified application as follows:

In the claims:

Amend claim 1 to read as follows:

1. (Once Amended) A method of processing calls in an
automatic call distributor, such method comprising the
steps of:

[learning] training a neural network with a set of
desired resource relationships for servicing a plurality of
call processing load conditions in the automatic call
distributor; and

distributing resources of the automatic call